

CLASS TITLE: INFORMATION SERVICES TECHNICIAN I

Class Code: 02422300

Pay Grade: 16A

EO: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform technical work providing information, publication, resource, reference and other statewide, centralized information/library/communications services; to access and process data through electronic networks and the Internet using word processing, the World Wide Web (WWW) and various software programs; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a supervisor with latitude for the exercise of independent judgement; work is reviewed in process and upon completion for conformance to established policies, procedures and regulations.

SUPERVISION EXERCISED: Usually none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To perform a variety of technical work providing information, publication, resource, reference and other statewide centralized information/library/communications services.

To access and process data through electronic networks and the Internet using word processing, the WWW and various software programs.

To assist in answering requests and providing information on a wide variety of services and programs.

To answer the telephone and in-person requests for general information from other state agencies and the general public.

To make routine contacts with the public, state officials, employees, etc.

To disseminate printed materials and correspondence.

To compile and maintain statistics and other data.

To provide information and assistance to state agencies, community organizations, the public and others.

To receive and process requests for reformatting of state documents into alternative formats.

To perform simple, routine repairs to equipment.

To maintain an inventory of supplies.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of state government, services and programs; a working knowledge of general office practices; the ability to perform duties in the areas of preparation and maintenance of materials, publication, data processing equipment, distribution and resource; the ability to access and process data through statewide networks using word processing, the WWW and various software programs; the ability to perform keyboard functions with reasonable speed and accuracy; the ability to compile reports; the ability to establish and maintain effective working relationships with supervisors, staff and the public; the ability to perform simple routine repairs to equipment; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: employment in a position providing information to the public or employment in a clerical position involving the use of computer equipment and software.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

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